Intergovernmental Public Service

Working across federal, state, local, and community systems

PUBLIC SERVICE PROFESSIONAL COLLECTION
Federal Government
CSUC-PSP-007

Where This Book Fits

> **Collection:** PUBLIC SERVICE PROFESSIONAL COLLECTION
>
> **Pathway:** Federal Government
>
> **For:** Intergovernmental and program teams
>
> **Purpose:** Provide a neutral coordination and stewardship reference.

How to Use This Book

Read from the beginning for a guided introduction, or use the contents and topic finder to locate specific material. Source modules retain their recorded order and identity. Where local law, policy, or professional direction applies, consult the controlling authority.

Connection to the Civic Station Library

This volume is part of the Civic Station Universal Core library. The source archive remains the durable record; this book provides a reader-oriented route through selected material.

Table of Contents

1. Selected Source Materials
    1. Federal Government Pathway
    2. Universal Information Governance Information Governance Service Management Framework
    3. Universal Information Governance Information Governance Service Continuity Framework
    4. Universal Core Service Governance Framework
    5. Universal Core Service Governance Framework
    6. Operational Enterprise Service Delivery Systems Handbook
    7. Operational Enterprise Service Assurance Systems Handbook
    8. Civic Station Community Network Service Governance Handbook Reference Edition V1.0.0
    9. Civic Station Community Network Service Stewardship Handbook Reference Edition V1.0.0
    10. Public Service Agency Pathway
    11. State Government Pathway
    12. County Government Pathway
    13. Municipal Government Pathway
    14. Appendix C How To Build Local Collections

Main Content

Selected Source Materials

> This section presents selected source materials related to the purpose of this volume.

Federal Government Pathway

Title: Federal Government Pathway

Purpose: Offer a concise entry into Universal Core for federal public-service, intergovernmental, program, and stewardship contexts.

Relationship to Universal Core: Universal Core supplies modular frameworks for systems, governance, planning, services, records, risk, and coordination. It does not supersede federal law, agency authority, or official guidance.

Intended audience: Federal employees, program offices, intergovernmental teams, public administrators, records and knowledge staff, and civic-service partners.

WHY THIS PATHWAY MAY BE RELEVANT

Federal work often connects multiple levels of government, institutions, programs, information systems, and public services. The library can serve as a neutral reference map for examining those connections.

Starting documents:

- CS-001 — What is a Civic Station?
- CSF-0005 — Understanding Civic Systems
- CSF-0006 — Universal Core Architecture Overview
- CSA-002 — Master Library Architecture Map
- CSA-009 — Governance and Change Control Framework
- OM-002 — Civic Station Operations Handbook

Recommended next areas:

- Intergovernmental coordination and stakeholder relationships
- Program, portfolio, and service management
- Records, information governance, and institutional memory
- Risk, continuity, compliance, and performance
- Public participation and communication

Related pathways:

- STATE_GOVERNMENT_PATHWAY.txt
- GOVERNOR_OFFICE_PATHWAY.txt
- PUBLIC_SERVICE_AGENCY_PATHWAY.txt
- EMERGENCY_MANAGEMENT_PATHWAY.txt

USE NOTE

This pathway is optional navigation, not a mandatory curriculum, operating directive, or assertion of authority. Applicable constitutions, laws, regulations, court rules, policies, professional standards, and duly assigned institutional authorities remain controlling. The complete Universal Core archive remains available when the starting set is too narrow for the question.

Archive Information:

Official Archive: https://xvf97n.s.gy/UniversalCore

Contact: universalcorecivics@gmail.com

Universal Information Governance Information Governance Service Management Framework

CSA-186 — Universal Information Governance Information Governance Service Management Framework Version: Draft 0.1 Series: Civic Station Architecture Status: Architecture Planning Document

1. PURPOSE

This framework establishes a standardized approach for managing Information Governance services throughout the Civic Station ecosystem. Information Governance Service Management ensures that governance capabilities are delivered as reliable, measurable, and continuously improving services that support organizational objectives.

2. OBJECTIVES

- Establish consistent governance service management practices.
- Define governance services and ownership.
- Improve service reliability and quality.
- Support stakeholder needs.
- Enable measurable service performance.
- Align service management practices with the Universal Core architecture.

3. INFORMATION GOVERNANCE SERVICE MANAGEMENT PRINCIPLES

Service management shall be:

- Service-oriented
- Reliable
- Responsive
- Measurable
- User-focused
- Governed

4. SERVICE MANAGEMENT MODEL

Each governance service should define:

- Service purpose
- Service owner
- Service users
- Service requirements
- Service delivery methods
- Performance expectations
- Support procedures
- Escalation processes
- Review schedule
- Governance status

5. SERVICE MANAGEMENT LIFECYCLE

Service activities include:

- Service identification

- Service design
- Service implementation
- Service delivery
- Service monitoring
- Service review
- Service improvement

6. SERVICE MANAGEMENT CONTROLS

Organizations may implement:

- Service catalogs
- Service level agreements
- Service performance reviews
- Support workflows
- Service monitoring systems
- Service improvement plans

7. PERFORMANCE INDICATORS

Organizations should monitor:

- Service availability
- Service response times
- User satisfaction
- Service quality
- Issue resolution
- Governance maturity

8. GOVERNANCE

Leadership shall establish service management standards, define service ownership, oversee service delivery, approve service requirements, allocate resources, and ensure consistent Information Governance Service Management throughout the enterprise.

9. CONTINUAL IMPROVEMENT

Service management practices should evolve through performance reviews, stakeholder feedback, audits, assessments, technology improvements, governance reviews, and lessons learned.

10. SUCCESS CRITERION

Every Civic Station deployment should maintain a governed Information Governance Service Management framework that delivers reliable governance services, supports stakeholder needs, and strengthens operational effectiveness, accountability, and trust throughout the Universal Core architecture.

Universal Information Governance Information Governance Service Continuity Framework

CSA-189 — Universal Information Governance Information Governance Service Continuity Framework Version: Draft 0.1 Series: Civic Station Architecture Status: Architecture Planning Document

1. PURPOSE

This framework establishes a standardized approach for maintaining continuity of Information Governance services throughout the Civic Station ecosystem. Information Governance Service Continuity ensures that governance services, service delivery capabilities, and supporting functions remain available during disruptions, transitions, and changing operational conditions.

2. OBJECTIVES

- Establish consistent service continuity practices.
- Protect critical governance service delivery.
- Reduce service interruption impacts.
- Support resilient service operations.
- Maintain stakeholder access to governance capabilities.
- Align service continuity practices with the Universal Core architecture.

3. INFORMATION GOVERNANCE SERVICE CONTINUITY PRINCIPLES

Service continuity shall be:

- Resilient
- Prepared
- Reliable
- Recovery-oriented
- Service-focused
- Governed

4. SERVICE CONTINUITY MODEL

Each service continuity program should define:

- Critical governance services
- Service dependencies
- Continuity requirements
- Recovery priorities
- Alternative delivery methods
- Service ownership
- Communication requirements
- Testing procedures
- Review schedule
- Governance status

5. SERVICE CONTINUITY LIFECYCLE

Service continuity activities include:

- Service analysis

- Continuity planning
- Preparation
- Testing
- Activation
- Service restoration
- Validation
- Review
- Improvement

6. SERVICE CONTINUITY CONTROLS

Organizations may implement:

- Service continuity plans
- Dependency assessments
- Alternate service procedures
- Continuity testing
- Recovery coordination
- Service restoration reviews

7. PERFORMANCE INDICATORS

Organizations should monitor:

- Service continuity readiness
- Service recovery time
- Availability during disruption
- Stakeholder access success
- Continuity test results
- Governance maturity

8. GOVERNANCE

Leadership shall establish service continuity standards, identify critical governance services, define continuity responsibilities, oversee testing, allocate resources, and ensure consistent Information Governance Service Continuity throughout the enterprise.

9. CONTINUAL IMPROVEMENT

Service continuity practices should evolve through testing, incidents, performance reviews, audits, technology changes, stakeholder feedback, governance assessments, and lessons learned.

10. SUCCESS CRITERION

Every Civic Station deployment should maintain a governed Information Governance Service Continuity framework that ensures essential governance services remain available and recoverable while strengthening resilience, reliability, trust, and accountability throughout the Universal Core architecture.

Universal Core Service Governance Framework

CSA-2441 Civic Station Architecture Universal Core Service Governance Framework

Purpose

This document establishes the Universal Core Service Governance Framework for the Civic Station Universal Core. It defines the enterprise governance structure for directing, overseeing, controlling, and continually improving organizational service management to ensure services are managed with clear authority, accountability, transparency, and alignment with mission objectives.

Definition

Universal Core Service Governance is the enterprise discipline of establishing ownership, authority, accountability, oversight, and decision-making structures for managing organizational services throughout their lifecycle.

Objectives

- Establish enterprise governance for service management. • Define

service ownership and accountability. • Ensure service decisions support organizational priorities. • Promote transparency and responsible oversight. • Strengthen continual governance improvement.

Guiding Principles

1. Every service shall have defined ownership and accountability.

2. Governance decisions shall be documented and transparent.

3. Service controls shall support reliable value delivery.

4. Governance shall encourage collaboration across functions.

5. Governance practices shall continually improve.

Service Governance Domains

Governance Structure - Governance bodies - Organizational authority - Governance policies - Oversight mechanisms

Ownership and Stewardship - Service ownership - Service stewardship - Delegated authority - Accountability

Decision Management - Service decisions - Approval processes - Prioritization procedures - Governance records

Governance Monitoring - Governance reviews - Service oversight - Performance reporting - Governance metrics

Governance Improvement - Lessons learned - Governance optimization - Best practices - Continuous refinement

Service Governance Process

1. Establish service governance.

2. Assign ownership and responsibilities.

3. Define decision-making authorities.

4. Monitor governance effectiveness.

5. Resolve governance issues.

6. Review governance performance.

7. Continually improve governance practices.

Service Governance Review Questions

- Are service owners clearly identified?
- Are governance decisions documented?
- Are responsibilities understood?
- Is oversight supporting effective service delivery?
- What governance improvements should be prioritized?

Characteristics of Effective Service Governance

- Accountable • Transparent • Consistent • Collaborative • Measurable •

Adaptive • Mission-Centered

Relationship to Other Frameworks

This framework extends:

- CSA-2440 Universal Core Service Management Architecture Framework

It provides the governance foundation for Service Planning, Operations, Compliance, Performance, Improvement, and Integration while complementing the Governance, Policy, Standards, Procedure, Process, Workflow, Task, Activity, Event, Incident, Problem, Change, Configuration, Asset, Quality, Risk, Records, Data, Information, Knowledge, Technology, Resource, and Service Lifecycle architecture families.

Editorial Guidance

Service governance should ensure every organizational service has clear ownership, appropriate controls, effective oversight, documented accountability, and a structured path toward responsible management. Civic Stations should use service governance to strengthen reliability, transparency, resilience, and mission success.

End of CSA-2441

Universal Core Service Governance Framework

CSA-2541 Civic Station Architecture Universal Core Service Governance Framework

Purpose

This document establishes the Universal Core Service Governance Framework for the Civic Station Universal Core. It defines the enterprise governance structure for directing, overseeing, controlling, and continually improving organizational service management to ensure services have clear ownership, accountability, transparency, quality standards, responsible delivery, and alignment with mission objectives.

Definition

Universal Core Service Governance is the enterprise discipline of establishing ownership, authority, accountability, oversight, and decision-making structures for managing organizational services throughout their lifecycle.

Objectives

- Establish enterprise governance for service management. • Define

service ownership and accountability. • Ensure service decisions support organizational priorities. • Promote transparency and responsible service stewardship. • Strengthen continual service governance improvement.

Guiding Principles

1. Every service shall have defined ownership and responsibility.

2. Governance decisions shall be documented and transparent.

3. Service controls shall support quality, availability, and

effectiveness.

4. Governance shall encourage collaboration across functions.

5. Governance practices shall continually improve.

Service Governance Domains

Governance Structure - Governance bodies - Organizational authority - Service policies - Oversight mechanisms

Ownership and Stewardship - Service ownership - Service stewardship - Delegated authority - Accountability

Decision Management - Service decisions - Approval processes - Service standards - Governance records

Governance Monitoring - Governance reviews - Service oversight - Quality reporting - Governance metrics

Governance Improvement - Lessons learned - Governance optimization - Best practices - Continuous refinement

Service Governance Process

1. Establish service governance.

2. Assign ownership and responsibilities.

3. Define decision-making authorities.

4. Monitor governance effectiveness.

5. Resolve governance issues.

6. Review governance performance.

7. Continually improve governance practices.

Service Governance Review Questions

- Are service owners clearly identified?
- Are governance decisions documented?
- Are responsibilities understood?
- Is oversight supporting effective service management?
- What governance improvements should be prioritized?

Characteristics of Effective Service Governance

- Accountable • Transparent • Consistent • Collaborative • Measurable •

Adaptive • Mission-Centered

Relationship to Other Frameworks

This framework extends:

- CSA-2540 Universal Core Service Management Architecture Framework

It provides the governance foundation for Service Planning, Operations, Compliance, Performance, Improvement, and Integration while complementing the Governance, Policy, Standards, Procedure, Process, Workflow, Task, Activity, Event, Incident, Problem, Change, Configuration, Asset, Resource, Quality, Risk, Records, Data, Information, Knowledge, Technology, and Lifecycle architecture families.

Editorial Guidance

Service governance should ensure every organizational service has clear ownership, appropriate controls, effective oversight, documented accountability, and a structured path toward responsible management. Civic Stations should use service governance to strengthen quality, reliability, transparency, resilience, accessibility, and mission success.

End of CSA-2541

Operational Enterprise Service Delivery Systems Handbook

OM-1258 Operational Enterprise Service Delivery Systems Handbook

Purpose

The Operational Enterprise Service Delivery Systems Handbook establishes a framework for planning, coordinating, delivering, evaluating, and continually improving the services provided by Civic Stations. Enterprise service delivery ensures that educational resources, volunteer support, public information, community assistance, and organizational programs are delivered consistently, reliably, and in alignment with the mission.

Objectives

- Establish a consistent service delivery framework. • Improve

reliability and quality of civic services. • Coordinate service delivery across Civic Stations. • Encourage continual improvement through stakeholder feedback. • Sustain mission effectiveness through dependable operations.

Enterprise Service Delivery Principles

1. Every service should directly support the mission.

2. Services should be designed around community needs.

3. Consistency improves trust and organizational effectiveness.

4. Feedback should guide service improvements.

5. Service quality should be measurable whenever practical.

6. Collaboration strengthens service delivery.

Service Delivery Lifecycle

1. Identify service requirements and beneficiaries.

2. Design service standards and delivery methods.

3. Prepare people, resources, and supporting systems.

4. Deliver services according to documented procedures.

5. Measure service quality and outcomes.

6. Collect stakeholder feedback.

7. Improve services using lessons learned.

8. Repeat the service delivery improvement cycle.

Service Focus Areas

Examples include: • Civic education • Volunteer onboarding • Community outreach • Information services • Public communications • Training programs • Partnership support • Resource distribution

Management Practices

Organizations should: • Maintain documented service standards. • Define service ownership and responsibilities. • Monitor service quality using objective indicators. • Preserve records of service improvements. • Coordinate service delivery across Civic Stations. • Align all services with mission objectives.

Measures of Success

Effective enterprise service delivery may be reflected by: • Reliable and consistent services • Higher stakeholder satisfaction • Improved mission outcomes • Better coordination among Civic Stations • Increased operational efficiency • Sustained mission fulfillment

Relationship to Other Manuals

OM-1258 builds upon OM-1257 Operational Digital Civic Infrastructure Systems by applying organizational and digital capabilities to the consistent delivery of civic services. It establishes the foundation for future manuals covering Civic Digital Operations, Enterprise Service Assurance, and the continued evolution of Civic Stations.

End of OM-1258

Operational Enterprise Service Assurance Systems Handbook

OM-1260 Operational Enterprise Service Assurance Systems Handbook

Purpose

The Operational Enterprise Service Assurance Systems Handbook establishes a framework for ensuring that Civic Station services consistently meet defined quality, availability, reliability, and mission performance expectations. Service assurance extends beyond delivering services by continuously verifying that services remain effective, dependable, secure, and responsive to community needs throughout their operational lifecycle.

Objectives

- Verify that services consistently meet organizational standards. •

Improve service reliability and stakeholder confidence. • Detect and correct service degradation before it affects the mission. • Strengthen accountability through objective service measurements. • Sustain dependable mission delivery across Civic Stations.

Enterprise Service Assurance Principles

1. Service quality should be continuously verified.

2. Measurement should be objective and repeatable.

3. Prevention is more effective than reaction.

4. Corrective actions should address underlying causes.

5. Assurance activities should strengthen—not burden—operations.

6. Continuous assurance supports continual improvement.

Service Assurance Lifecycle

1. Define service expectations and quality standards.

2. Establish service performance indicators.

3. Monitor operational performance continuously.

4. Detect deviations and service risks.

5. Investigate root causes and implement corrective actions.

6. Verify restoration of expected service levels.

7. Document lessons learned and update assurance practices.

8. Repeat the service assurance cycle.

Service Assurance Focus Areas

Examples include: • Service availability • Service reliability • Response and resolution times • User satisfaction • Operational quality

- Security compliance • Communications effectiveness • Mission outcomes

Management Practices

Organizations should: • Maintain documented service assurance procedures. • Review service metrics on a scheduled basis. • Preserve service incident and assurance records. • Conduct periodic assurance reviews. • Share successful assurance practices across Civic Stations. • Align assurance activities with mission objectives.

Measures of Success

Effective enterprise service assurance may be reflected by: • Higher service reliability • Reduced recurring operational issues • Improved stakeholder confidence • Faster restoration of services • Better mission performance • Sustained mission fulfillment

Relationship to Other Manuals

OM-1260 builds upon OM-1259 Operational Civic Digital Operations Systems by establishing a formal assurance framework that verifies digital and operational services continue to meet mission expectations. It establishes the foundation for future manuals covering Digital Mission Assurance, Enterprise Operational Trust, and the continued evolution of Civic Stations.

End of OM-1260

Civic Station Community Network Service Governance Handbook Reference Edition V1.0.0

OM-192

CIVIC STATION COMMUNITY NETWORK SERVICE GOVERNANCE HANDBOOK

America Together 2028 Reference Edition

==========

DOCUMENT INFORMATION

==========

Document ID: OM-192

Title: Civic Station Community Network Service Governance Handbook

Publisher: America Together 2028

Edition: America Together 2028 Reference Edition

Document Version: 1.0.0

Publication Year: 2026

References: CS-001 through CS-007 OM-001 through OM-191

==========

1. PURPOSE

This handbook establishes recommended practices for governing services provided throughout connected Civic Station networks.

The community network service governance model provides a framework for ensuring that services remain aligned with community needs, shared objectives, accountability standards, and responsible decision-making practices.

==========

2. OBJECTIVES

==========

Civic Station service governance should:

- Maintain service accountability • Align services with community

priorities • Support transparent decisions • Define service responsibilities • Improve service quality • Enable sustainable operations

==========

3. SERVICE

GOVERNANCE PRINCIPLES

Service governance should emphasize:

- Transparency • Accountability • Community benefit • Responsible

stewardship • Clear authority • Continuous improvement

==========

4. SERVICE

GOVERNANCE AREAS

Service governance may include:

- Service ownership • Decision authority • Service standards • Resource

oversight • Performance review • Improvement priorities

==========

5. SERVICE

DECISION-MAKING

Organizations should define:

- Decision responsibilities • Approval processes • Review requirements •

Community input methods • Escalation procedures • Documentation practices

==========

6. SERVICE

ACCOUNTABILITY

Civic Stations should maintain:

- Clear expectations • Performance measurements • Review processes •

Feedback systems • Responsibility tracking

==========

7. SERVICE

GOVERNANCE REVIEW

Organizations should periodically evaluate:

- Governance effectiveness • Service alignment • Community outcomes •

Decision quality • Future governance needs

==========
8.

DOCUMENTATION

Maintain records including:

- Service governance models • Ownership information • Decision records •

Performance reviews • Improvement plans • Lessons learned

==========
9.

CONTINUOUS IMPROVEMENT

Civic Station service governance capabilities should evolve through experience, feedback, measurement, innovation, and changing community needs.

==========
10.

LONG-TERM OBJECTIVE

The long-term objective is to establish a responsible Civic Station service governance system that ensures services remain aligned, accountable, community-focused, and sustainable across generations.

==========
END OF OM-192
==========

Civic Station Community Network Service Stewardship Handbook Reference Edition V1.0.0

OM-199

CIVIC STATION COMMUNITY NETWORK SERVICE STEWARDSHIP HANDBOOK

America Together 2028 Reference Edition

==========

DOCUMENT INFORMATION

==========

Document ID: OM-199

Title: Civic Station Community Network Service Stewardship Handbook

Publisher: America Together 2028

Edition: America Together 2028 Reference Edition

Document Version: 1.0.0

Publication Year: 2026

References: CS-001 through CS-007 OM-001 through OM-198

==========

1. PURPOSE

This handbook establishes recommended practices for responsible stewardship of Civic Station network services.

The community network service stewardship model provides a structured approach for protecting service capabilities, maintaining community trust, supporting responsible ownership, and ensuring that services continue to operate according to their intended purpose.

==========

2. OBJECTIVES

==========

Civic Station service stewardship should:

- Protect service resources • Maintain community trust • Encourage

responsible leadership • Preserve service knowledge • Support long-term sustainability • Promote responsible decision-making

==========

3. SERVICE

STEWARDSHIP PRINCIPLES

Service stewardship should emphasize:

- Responsibility • Transparency • Accountability • Community service •

Preservation • Long-term thinking

==========

4.

STEWARDSHIP AREAS

Service stewardship may include:

- Service resources • Knowledge systems • Community relationships •

Operational practices • Leadership responsibilities • Service standards

- Shared capabilities

==========

5.

STEWARDSHIP PRACTICES

Civic Stations should support:

- Responsible resource management • Ethical service decisions •

Knowledge preservation • Community engagement • Careful transitions • Continuous learning

==========

6.

STEWARDSHIP RESPONSIBILITIES

Organizations should define:

- Service ownership • Stewardship roles • Accountability methods •

Review responsibilities • Communication expectations

==========

7. SERVICE

STEWARDSHIP REVIEW

Organizations should periodically evaluate:

- Service responsibility • Resource protection • Community confidence •

Operational alignment • Future stewardship needs

==========

8.

DOCUMENTATION

Maintain records including:

- Stewardship guidelines • Service ownership information •

Responsibility assignments • Review findings • Lessons learned • Improvement recommendations

==========

9.

CONTINUOUS IMPROVEMENT

Civic Station service stewardship capabilities should evolve through experience, feedback, measurement, innovation, and changing community needs.

==========

10.

LONG-TERM OBJECTIVE

The long-term objective is to establish a stewardship-centered Civic Station service network that protects community resources, preserves knowledge, maintains trust, and ensures valuable services continue across generations.

==========
END OF OM-199
==========

Public Service Agency Pathway

Title: Public Service Agency Pathway

Purpose: Provide a practical entrance for agencies delivering services to residents, institutions, or communities.

Relationship to Universal Core: The pathway organizes Universal Core references around service systems and operations without directing agency mandates, eligibility rules, or professional practice.

Intended audience: Agency executives, program managers, frontline service staff, quality teams, records personnel, technology staff, and partner organizations.

WHY THIS PATHWAY MAY BE RELEVANT

Public service agencies connect mission, governance, workforce, processes, information, access, service quality, accountability, and community outcomes.

Starting documents:

- CSF-0005 — Understanding Civic Systems
- CSA-3210 — Civic Services Architecture Framework
- CSA-3211 — Governance Framework
- CSA-3212 — Planning Framework
- CSA-3213 — Operations Framework
- CSA-2440 — Service Management Architecture Framework
- OM-002 — Civic Station Operations Handbook

Recommended next areas:

- Service design and accessibility
- Workforce, workflow, and case-related operations
- Records, privacy, and information stewardship
- Performance, quality, and improvement
- Partnerships and referral networks

Related pathways:

- STATE_GOVERNMENT_PATHWAY.txt
- COUNTY_GOVERNMENT_PATHWAY.txt
- JUDICIAL_ADMINISTRATION_PATHWAY.txt
- NONPROFIT_PATHWAY.txt

USE NOTE

This pathway is optional navigation, not a mandatory curriculum, operating directive, or assertion of authority. Applicable constitutions, laws, regulations, court rules, policies, professional standards, and duly assigned institutional authorities remain controlling. The complete Universal Core archive remains available when the starting set is too narrow for the question.

Archive Information:

Official Archive: https://xvf97n.s.gy/UniversalCore

Contact: universalcorecivics@gmail.com

State Government Pathway

Title: State Government Pathway

Purpose: Help state-level participants locate frameworks relevant to statewide systems, agencies, services, and local-government relationships.

Relationship to Universal Core: The pathway connects foundation, architecture, and operations documents while leaving state constitutions, statutes, regulations, and agency authority fully controlling.

Intended audience: State agencies, statewide program offices, legislative and executive staff, regional coordinators, and public-service partners.

WHY THIS PATHWAY MAY BE RELEVANT

States coordinate policy, funding, services, infrastructure, records, emergency systems, and relationships with federal, county, municipal, tribal, educational, and community institutions.

Starting documents:

- CS-002 — Civic Station Standard
- CSF-0005 — Understanding Civic Systems
- CSA-009 — Governance and Change Control Framework
- CSA-040 — Universal Strategic Planning Framework
- CSA-3210 — Civic Services Architecture Framework
- OM-002 — Civic Station Operations Handbook

Recommended next areas:

- Statewide service architecture and performance
- Regional infrastructure and resource coordination
- Policy, standards, and records management
- Emergency management and resilience
- Local-government and community partnerships

Related pathways:

- FEDERAL_GOVERNMENT_PATHWAY.txt
- GOVERNOR_OFFICE_PATHWAY.txt
- LEGISLATURE_PATHWAY.txt
- COUNTY_GOVERNMENT_PATHWAY.txt

USE NOTE

This pathway is optional navigation, not a mandatory curriculum, operating directive, or assertion of authority. Applicable constitutions, laws, regulations, court rules, policies, professional standards, and duly assigned institutional authorities remain controlling. The complete Universal Core archive remains available when the starting set is too narrow for the question.

Archive Information:

Official Archive: https://xvf97n.s.gy/UniversalCore

Contact: universalcorecivics@gmail.com

County Government Pathway

Title: County Government Pathway

Purpose: Provide a starting map for countywide services, regional coordination, infrastructure, justice, health, and community relationships.

Relationship to Universal Core: Universal Core can help map cross-department and intergovernmental systems while county charters, state law, ordinances, and assigned offices remain controlling.

Intended audience: County elected officials, administrators, department staff, clerks, service agencies, planners, and community partners.

WHY THIS PATHWAY MAY BE RELEVANT

Counties often connect courts, public safety, health and human services, records, roads, emergency management, elections, and municipal or regional partners.

Starting documents:

- CS-001 — What is a Civic Station?
- CSF-0005 — Understanding Civic Systems
- CSA-3190 — Civic Leadership Architecture Framework
- CSA-3210 — Civic Services Architecture Framework
- CSA-3700 — Civic Infrastructure and Public Works Architecture Framework
- CSA-3720 — Civic Justice and Public Safety Architecture Framework

- OM-002 — Civic Station Operations Handbook

Recommended next areas:

- Regional and municipal coordination
- Justice, courts, and public safety
- Health and human services
- Infrastructure, land, and resource planning
- Records, public information, and community participation

Related pathways:

- STATE_GOVERNMENT_PATHWAY.txt
- MUNICIPAL_GOVERNMENT_PATHWAY.txt
- COURT_SYSTEM_PATHWAY.txt
- PUBLIC_WORKS_PATHWAY.txt

USE NOTE

This pathway is optional navigation, not a mandatory curriculum, operating directive, or assertion of authority. Applicable constitutions, laws, regulations, court rules, policies, professional standards, and duly assigned institutional authorities remain controlling. The complete Universal Core archive remains available when the starting set is too narrow for the question.

Archive Information:

Official Archive: https://xvf97n.s.gy/UniversalCore

Contact: universalcorecivics@gmail.com

Municipal Government Pathway

Title: Municipal Government Pathway

Purpose: Help cities and towns select a small foundation for leadership, services, infrastructure, operations, and community participation.

Relationship to Universal Core: This pathway expands the City Hall Starter Package Guide with existing source documents; municipal law, charter authority, ordinances, and adopted policy remain controlling.

Intended audience: Municipal officials, administrators, department leaders, clerks, planners, service staff, and local civic partners.

WHY THIS PATHWAY MAY BE RELEVANT

Municipal government brings residents into direct contact with public services, infrastructure, planning, records, public meetings, and local development.

Starting documents:

- CS-001 — What is a Civic Station?
- CS-002 — Civic Station Standard
- CSF-0005 — Understanding Civic Systems
- CSA-3190 — Civic Leadership Architecture Framework
- CSA-3200 — Civic Infrastructure Architecture Framework
- CSA-3210 — Civic Services Architecture Framework
- OM-002 — Civic Station Operations Handbook

Recommended next areas:

- Governance and public meetings
- Planning, development, and land use
- Public works and service delivery
- Community partnerships and outreach
- Performance, continuity, and institutional memory

Related pathways:

- MAYOR_OFFICE_PATHWAY.txt
- CITY_COUNCIL_PATHWAY.txt
- COUNTY_GOVERNMENT_PATHWAY.txt
- PLANNING_AND_DEVELOPMENT_PATHWAY.txt

USE NOTE

This pathway is optional navigation, not a mandatory curriculum, operating directive, or assertion of authority. Applicable constitutions, laws, regulations, court rules, policies, professional standards, and duly assigned institutional authorities remain controlling. The complete Universal Core archive remains available when the starting set is too narrow for the question.

Archive Information:

Official Archive: https://xvf97n.s.gy/UniversalCore

Contact: universalcorecivics@gmail.com

Appendix C How To Build Local Collections

Title: Appendix C — How to Build Local Collections

Purpose: Help institutions select useful modules without copying the entire library into every local packet.

Relationship to Universal Core: Local collections are curated views of Universal Core. They preserve source IDs, versions, and independent document boundaries.

GENERAL METHOD

1. Define the audience and decision need.

2. Begin with CS-001 and relevant CSF orientation documents.

3. Select CSA frameworks describing the systems involved.

4. Select OM manuals supporting practical work.

5. Record every chosen ID in a local collection manifest.

6. Verify hashes and versions.

7. Add local material as a clearly labeled supplement.

CITY COLLECTION

Select Civic Leadership, Civic Services, Infrastructure, Planning, Governance, Public Works, and relevant operational manuals. Create separate packets for leadership, departments, and public access.

LIBRARY COLLECTION

Preserve the complete digital edition where possible. Provide a small orientation binder, public indexes, and topic packets. Keep historical materials clearly labeled.

SCHOOL COLLECTION

Begin with foundation documents, civic education frameworks, and selected operations documents appropriate to the course. Provide citation guidance and distinguish source documents from classroom activities.

COMMUNITY ORGANIZATION COLLECTION

Select volunteer, partnership, outreach, events, governance, planning, evaluation, and community knowledge materials. Keep the packet small enough to use while linking to the complete library.

COLLECTION MANIFEST

Record:

- Collection name
- Intended audience
- Document IDs and titles
- Versions
- Source hashes
- Selection date
- Local supplements

Archive Information:

Official Archive: https://xvf97n.s.gy/UniversalCore

Contact: universalcorecivics@gmail.com

Reference and Library Connections

Glossary and Term Locator

Service
: See the source modules and topic finder for uses of this term.

Governance
: See the source modules and topic finder for uses of this term.

Services
: See the source modules and topic finder for uses of this term.

Framework
: See the source modules and topic finder for uses of this term.

Information
: See the source modules and topic finder for uses of this term.

Should
: See the source modules and topic finder for uses of this term.

Management
: See the source modules and topic finder for uses of this term.

Government
: See the source modules and topic finder for uses of this term.

Architecture
: See the source modules and topic finder for uses of this term.

Stewardship

See the source modules and topic finder for uses of this term.

Csa
: See the source modules and topic finder for uses of this term.

Continuity
: See the source modules and topic finder for uses of this term.

Delivery
: See the source modules and topic finder for uses of this term.

Systems
: See the source modules and topic finder for uses of this term.

Topic and Source Finder

- Federal Government Pathway
- Universal Information Governance Information Governance Service Management Framework
- Universal Information Governance Information Governance Service Continuity Framework
- Universal Core Service Governance Framework
- Universal Core Service Governance Framework
- Operational Enterprise Service Delivery Systems Handbook
- Operational Enterprise Service Assurance Systems Handbook
- Civic Station Community Network Service Governance Handbook Reference Edition V1.0.0
- Civic Station Community Network Service Stewardship Handbook Reference Edition V1.0.0

- Public Service Agency Pathway
- State Government Pathway
- County Government Pathway
- Municipal Government Pathway
- Appendix C How To Build Local Collections

Related Publications

- Public Service Agency Starter (CSUC-PSP-001)
- Public Administration Core (CSUC-PSP-002)
- Civic Station Foundations (CSUC-FND-001)
- Core Reference Edition (CSUC-REF-001)

Archive Connection

The Civic Station source archive remains the source record for this publication and the larger library.

Edition Information

CSUC-PSP-007
Civic Station Universal Core
English-language publication master

What to Read Next

Continue with a related publication above or consult the complete library catalog for another pathway.